

THE DEFENSE MESSENGER

Summer 2001



DMS . . . to meet the warfighters' messaging needs. . .

A message from

DMS Program Manager

This issue of *The Defense Messenger* is packed with information about the DMS program, and includes a success story about our participation in the Joint

Warfare Interoperability Demonstration that took place in July. DMS achieved some solid successes in the demonstration and we're pleased to share them with you.

We're continuing our profiles of the Services help desks with the U. S. Army Help Desk, which is located at Fort Belvoir, Virginia. Along with the help desk profile, we've included information about the soon-to-be-implemented DMS Trouble Ticketing System.

As you read through this newsletter, you may notice the many references to the DMS Web site. The Web site is an integral element of our support to you, the customer. I'd like to encourage you to visit the site frequently because it is a source of useful information about the DMS. The site was recently "refreshed" and is the subject of one of our features. I would appreciate hearing from you if there are ways we can make the Web site more valuable and useful for you.

We're here to ease your transition to DMS while maximizing the communication capabilities of the DoD community. Let us know what we're doing well and what we can improve. We're listening.

E-mail: DMSWWW@ncr.disa.mil
<http://www.disa.mil/d2/dms>

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JWID Success with DMS!

DMS made its mark at this year's warfare technology showcase, JWID, by providing a messaging directory service between the U.S. and its Allies, as well as by participating as a stand-alone at Command and Control Interoperability Trials (C2IT). The Joint Warfighter Interoperability Demonstration (JWID) is an annual demonstration that brings together DoD's leading-edge systems and technologies in a simulated joint battle environment to test their interoperability performance capabilities.

DMS provided global directory services in a realistic coalition scenario wherein each Ally maintained its own directory data using a variety of directory products and industry-standard X.500 protocols. The U.S. directory of U.S. JWID user information and e-mail addresses was implemented with a DMS directory. To provide a complete listing of all U.S. and Allied JWID users, however, the U.S. directory information was copied to other Allies' X.500 directories, which, in turn, copied their national data back to the U.S. A complete picture of all JWID data was kept current and network bandwidth was reduced because communication between directories occurred only when data was modified, and only the update was copied to other servers.

As a C2IT trial, the interoperability between DMS and Allied X.400 military messaging handling systems was tested. Both commercial X.400 messages and military-grade messages (P772) were successfully exchanged with NATO, United Kingdom, Norway, and Turkey X.400 systems. The opportunity was presented to discuss and conduct limited testing of the different security protocols and standards used by the Allies for signed/encrypted military messages, an issue that will be resolved in future DMS releases.

DMS Medium Grade Services (MGS) was also implemented at JWID 2001 to demonstrate that it can interoperate with Allied users

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Implementation Statistics - August 2001

2,900,000	Number of Organizational messages sent via the DMS backbone
248	Number of Unclassified sites commissioned
189	Number of Secret sites commissioned

Training



Check out DISA DMS PMO's Training Web site at <http://www.disa.mil/d2/dms>

The DMS Training Web site provides valuable, up-to-date information about DMS for end users and system administrators, including Quick Reference Guides (QRG) and Computer Based Training (CBT).

Two new QRGs have been added to the site: a ***Certificate Reference Guide***, which provides information on how to request X.509 certificates and/or update a FORTEZZA card, and ***AUTODIN Tips for DMS Users***, which provides information on finding AUTODIN addresses in the DMS Global Directory, adding office codes to an AUTODIN address, classifying an AUTODIN message, inserting plain text attachments to an AUTODIN message, and typical AUTODIN non-delivery notifications. The ***AUTODIN Tips for DMS Users*** is available in three versions.

Also new to the Training Web site are Release 2.2 Gold versions of QRGs titled ***Using the DMS Global Directory***, ***Elements of Service***, and ***DMS Organizational Messaging***.

The National Security Agency has authorized Certification Authority Workstation (CAW) operators who have been trained on Version 4.2.1 CAW to operate CAWs fielded or upgraded with Version 4.3 software with no additional training required. Generation of any Software FORTEZZA certificates without explicit approval of the DISA and NSA program offices is prohibited.

Make it a point to visit the DMS Web site regularly for training information and helpful tips.

New Look For DMS

The DISA DMS Web site has a new look! DMS implemented the controlled access Web site refresh on June 8 and the public access Web site refresh on June 14. DMS undertook the Web site refresh to make it easier for users to obtain information about DMS. The refreshed Web page now has new features, including:

- Access to 15 sections without having to scroll from screen to screen
- Reorganization of content for easier viewing
- Compliance with Section 508 of the Rehabilitation Act (accessibility to technology by those with disabilities)
- Drop-down menu boxes

The Web sites have an abundance of up-to-date information available for users, such as:

- Training updates and helpful guides
- DMS program status
- DMS points of contact
- Links to a wide range of documentation about DMS

To find complete, current, and relevant information about the Defense Message System, visit the DMS Web site. It's all there!

The DMS controlled access Web site is at <https://disa-ca.dtic.mil/d2/dms/invited> and the public access Web site is at <http://www.disa.mil/d2/dms>

Web-Based Access to DMS Component Trouble Tickets

In conjunction with DMS Release 3.0, the DISA DMS team has spearheaded a major effort to reengineer and improve the DMS Management Workstation (MWS) to include the Trouble Ticketing System (TTS). This high-priority project has been designed to provide real-time, Web-based access and the status of DMS component problems (Trouble Tickets) that have been submitted to the DMS Network Operations Center (NOC) for resolution. No specialized TTS hardware will be required.

The design is based on the DISA Trouble Management System (TMS) in use today, thus ensuring its full integration capability. The DMS TTS will transfer trouble tickets to the TMS and other systems. The TTS has been fully tested and was granted Interim Authority to Operate. It has been fielded to the three DMS NOCs and Fort Detrick and will be fully functional at Lockheed Martin Corporation (LMC) prior to DMS 3.0 Operational Test (OT). During OT, fundamental testing of the TTS will be performed among Fort Detrick, Columbus, OH (NOC-C), and LMC. Upon successful test, a Fielding Decision will be issued authorizing general release to the field.

Ticket submission will require the originator to complete a minimal number of fields, many that are selectable using pull-down menus. Once the ticket is submitted to the NOC, the ticket originator, generally either a local site or its Service DMS Help Desk representative, will retain full visibility of the status of the ticket until resolution is achieved. For example, as each ticket is escalated and worked, "ownership" (having write privileges to the TT entry in the database) will transfer from the originator to the Help Desk, NOC analyst, vendor, and back to the originator who authorizes ticket closure.

Security of data transfer throughout the life of the ticket is achieved using Secure Socket Layer. The TTS's centralized management system will be permission-based. For example, Army may not view Navy's TTs, and Fort Huachuca may not necessarily have access to 5th Signal Command TTs.

Centralized server/ license pools will be available, thereby reducing the need for local site-level license maintenance. Based upon Service/agency/installation and/or command policies, local sites will have "Control Panel" access to Trouble Ticket functions. The TTS can be locally tailored to meet local needs in locally managing TTS access. Sites will be able to view standard reports and ad hoc templates, as well as have access to the Crystal Reports tool. The TTS system will also include access to the Trouble Ticket Knowledge Base, which will focus on retaining Lessons Learned for future reference.

2001 DMS Conference, Norfolk, Virginia



The 2001 DMS Conference, held in May, was attended by more than 800 people including representatives of the Uniformed Services, Civilian /Federal Government Agencies, help desk personnel, trainers, and exhibitors. The DMS Conference provides an opportunity for these individuals to learn the latest about DMS, to network with others, and to share their experiences with DMS.

The conference schedule included sessions ranging from hands-on DMS labs to updates on DMS security products (High Assurance Guard and FORTEZZA cards) to changes in the DMS Deployed Concept of Operations. The CINCs/Services/Agencies had breakout sessions with their customers in which they discussed Service-specific topics. A DMS Questionnaire was available at the DISA DMS Program Management Office booth in the exhibit hall for users to express their opinion about various aspects of DMS, such as training and desktop configuration. Subject matter experts were at the booth to answer questions and to provide information about DMS.

Briefings from the conference are available on the DISA DMS Conference Web site at <http://www.disa.mil/d2/dms>. Click on **DISA DMS Conferences**. Our next conference is April 7—10, 2002 in San Diego. Check our Website for more information.

Profile: U.S. Army Help Desk



The Program Manager DMS-Army established the U.S. Army Help Desk in Arlington, VA in March 1999. The Help Desk provides telephonic engineering support to DMS System Administrators, helping them resolve DMS fielding and operations problems at each Army Local Control Center (LCC). It has grown into

a funded program staffed by four senior System Engineers and was moved from Arlington to Fort Belvoir, VA, in April 2001.

The Army Help Desk has direct access to a full LCC suite of DMS products to assist with recreating and resolving problems that sites may experience. Help Desk personnel maintain a Remedy Trouble Ticketing System containing over 3,800 trouble tickets that provide a historical record and trend analysis of all problems identified. As a result, the Help Desk is a beta test site, receiving new releases six weeks prior to implementation so that potential problem areas can be identified.



Members of the US Army Help Desk

The Army staffs the Help Desk with four highly qualified senior System Engineers who provide technical engineering support to roughly 140 LCCs. Generally, they average about 30 to 40 trouble tickets per week. During software upgrades, that average usually increases. The Help Desk resolves about 90 percent of the calls received in less than 72 hours, without going to other experts.

The Army Help Desk works directly with the Regional Network Operations Support Center (RNOSC) and Lockheed Martin Corporation to identify problem trends, which results in quicker response and problem resolution.

The Army Help Desk strives to provide a single shop stop for DMS problem resolution!

Help Desk Information

When you have an unanswered question about DMS or a messaging procedure, contact your Service-specific or Network Operations Center Help Desk for assistance.

Service Specific

ARMY

7 am–7 pm EST
(888) 367–7615 or (703) 769–4499
DSN: 327 (excluding weekends and holidays)
helpdesk@dms.belvoir.army.mil

NAVY

Open Monday–Friday, 7:30 am–4 pm PST
(619) 524–2242 DSN: 524
tsa@spawar.navy.mil
www.dmshelp.navy.mil

AIRFORCE

Open 24/7
(334) 416–5771 DSN: 596
dmsafhelpdesk@gunter.af.mil

MARINE CORPS

Open 24/7
(703) 78–5300 DSN: 278
helpdesk@noc.usmc.mil

COAST GUARD

8 am–3 pm EST
(excluding weekends and holidays)
(LANT) (757) 421–6400

Network Operations Centers

DMS NOC-COLUMBUS

Open 24/7
DSN: 850–1710
COM: (800) 554–3476

NIPRNet

dkwwwefgv001.roscc1.disa.mil

SIPRNet

dkwwwefgvs02.roscc.disa.smil.mil

DMS NOC-EUROPE

Open 24/7
DSN: (314) 430–6237/6238/6239/6240
COM: +49 (0711) 680–6237/6238/6239/6240

DMS NOC-PACIFIC

Open 24/7
DSN: (315) 456–2777, ext. 224
COM: (808) 656–2777, ext. 44

for secure SMTP messaging. “Signed/encrypted” SMTP mail (S/MIME) was successfully sent between the U.S. and Spain. PKI certification authority structures were shared between these two nations demonstrating that integrity with C2 e-mail can exist in a combined/coalition environment. Interoperability between file-based PKI certificates and smart card certificates was also demonstrated.

DMS Outlook User Agents were installed along with FORTEZZA card readers on four Global Command and Control System (GCCS) PCs at the Joint C4ISR Battle Center in Norfolk. GCCS is the U.S. warfighter’s primary information tool, and DMS must be integrated to provide the warfighter with secure messaging. DMS Outlook runs successfully on GCCS clients.

The lessons learned from these trials will be studied, issues will be resolved, and plans will move forward for further DMS C2IT trials at JWID 2002.

Product Updates

DMS Releases 2.2 and 3.0

DMS Release 2.2 software was shipped to the sites and the upgrade of all the worldwide Directory Server Agents (DSAs) was completed as planned. This upgrade was needed to begin DMS Release 3.0 Operational Test (OT). A hearty THANKS is extended to the military Services and Agencies for their contributions!

DISA received the operational test version of the DMS Release 3.0 from Lockheed Martin Corporation on June 15. The Joint Interoperability Test Center (JITC) began government testing on June 18. Security Test and Evaluation (ST&E) was performed on DMS Release 3.0; Interim Authority to Operate (IATO) was granted for the DMS infrastructure and sites participating in DMS 3.0 OT.

DMS Release 3.0 backbone infrastructure received a favorable fielding decision on 20 July—a great team effort! The OT is scheduled to begin in October at Fort Belvoir, SOUTHCOM, EURCENT, Marine

Corps Base Quantico, Dover Air Force Base, Gunter Air Force Base, 1st Combat Com Squadron at Ramstein Air Base, Defense Information Agency, National Security Agency, and the National Imagery and Mapping Agency.

Major Overhaul of DMS Network

The worldwide backbone supporting the Defense Message System, specifically its hardware components, has undergone a major overhaul to update the systems with the latest technology.

The DMS Program Management Office has upgraded the Backbone Message Transfer Agents (BMTA) and the Directory Service Agents (DSA) to contemporary enterprise class servers. They will also be migrating the Mail List Agents (MLA) and the Multi-functional Interpreters (MFI) to Windows NT platforms.

What does this mean for users?

The worldwide upgrade offers greater reliability, heightened security, and faster technology. It ultimately impacts 15 Regional Nodes (eight in the Continental United States) and three Network Operations Centers (NOCs) in CONUS, Hawaii, and Germany. The upgrade was completed for all locations on July 13.

JUICE 01

The Joint Users Interoperability Communications Exercise (JUICE) took place August 13-31. It exercised tactical DMS via Air Force, Marine, and Navy tactical units. The exercise provided significant insight to achieving full DMS implementation by 2003. Additional information about JUICE 01 will be available in the next issue of *The Defense Messenger*.

Service-Specific DMS Points of Contact

ARMY

doolosc@dms.belvoir.army.mil

MARINE CORPS

Michelsencj@mcsc.usmc.mil

NAVY

ckim@spawar.navy.mil

COAST GUARD

swolf@comdt.uscg.mil

AIR FORCE **NEW**

diane.suchan@gunter.af.mil

DMS PMO, DISA (D24)

dmswww@ncr.disa.mil

Give Us Your Feedback!

Our E-mail address is

dmswww@ncr.disa.mil

DMS Web Page

 <http://www.disa.mil/d2/dms>